

# Quality Jobs Qualified Workers

Preparing a 21st Century Workforce



***PIMA COUNTY WORKFORCE INVESTMENT BOARD***

**2010  
ANNUAL  
REPORT**



# PIMA COUNTY WORKFORCE INVESTMENT BOARD

PREPARING A 21ST CENTURY WORKFORCE

## 2010 ANNUAL REPORT

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## Message from the Chair

The 2009-10 fiscal year, July 1, 2009 to June 30, 2010, was another challenging year for the Pima County workforce as the unemployment rate for Arizona was 9%+. In keeping with its proactive nature, the Workforce Investment Board (WIB) took steps to cope with the situation while preparing for a better future.



Various state and federal funds were used to upgrade the skills for the incumbent workforce; training, green industry job training, and special projects (i.e. apprenticeships, IT training).

Throughout the year the WIB gives informative presentations about the current status and the future outlook for employment in the various industries to the business community.

In December, Pima County WIB and Pima County One-Stop Career Center hosted its first Employer Appreciation Meeting. The event focused on providing information about the One-Stop and the WIB to employers, businesses, and community leaders to raise their awareness of services provided and the WIB's mission. Updates on stimulus funds, status of grants, "Green Jobs", logistics, solar technology, training, outreach, and job placement were also provided. A knowledgeable panel of One-Stop and WIB members presented information and answered questions. Due to the success of the event there are plans to have another Employer Appreciation Meeting this December.

A new committee, the Professional Employee Resource Coalition (PERC) was formed this year. PERC has created a plan to ensure job seekers with highly marketable skills are given career and employment assistance appropriate to their background. The committee focuses on ensuring resources are available that are specific to the relevant sector of those unemployed.

The coming year will be a time to evaluate WIB strategies to ensure that the successes of the past will be the foundation for a successful future. The Board Members appreciate this opportunity to present to the community the work that was accomplished by both the WIB and the Pima County staff who so effectively run the One-Stop Career Center. We hope you find this report interesting and informative.

Sincerely,

Clayton C. Hamilton  
Chairman

# PIMA COUNTY WORKFORCE INVESTMENT BOARD

PREPARING A 21ST CENTURY WORKFORCE

## WORKFORCE INVESTMENT BOARD LEADERSHIP

Chair  
Executive Committee

**Clayton Hamilton**  
*Metlife*

1st Vice-Chair  
Planning Committee

**Thomas Hinman**  
*Evergreen Maintenance Center*

2nd Vice-Chair  
Performance & Accountability Committee

**Noreen Nelson**  
*Retired Aerospace & Defense*

3rd Vice-Chair  
Board Development Committee

4th Vice-Chair  
Youth Council

**Gregg Johnson**  
*University of Phoenix*

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### **Arthur Eckstrom**

Director of Pima County Community Services,  
Employment & Training

### **Pima County Board of Supervisors:**

District 2 - **Ramón Valadez, Chairman**

District 1 - **Ann Day**

District 3 - **Sharon Bronson**

District 4 - **Raymond Carroll**

District 5 - **Richard Elias**

**C. H. Huckelberry**  
*County Administrator*

The Pima County Workforce Investment Board is authorized by the Department of Labor and appointed by the Pima County Board of Supervisors to provide recommendations on local workforce policy and oversight of the local One-Stop system that connects eligible job ready youth, adult, and dislocated workers in local growth, high-demand industry occupations. The Pima County One-Stop Career Center administers funding and programs under the Workforce Investment Act and is part of the Arizona Workforce Connection, a statewide network of career centers. The Pima County Workforce Investment Board pursues its vision of “Quality Jobs • Qualified Workers” through the following goals:

1. Assisting people to obtain jobs in strategic local industries.
2. Supporting employers in finding and hiring qualified employees.
3. Engaging underrepresented labor pools by removing barriers to employment.



# WORKFORCE INVESTMENT BOARD MEMBERS 2010

Linda Arzoumanian  
Office of Pima County Superintendent

Hank Atha  
Pima County

Jacob Bernal  
Tucson Indian Center

Johnson Bia  
Pima Community College,  
Downtown Campus

Duane Bock  
Consultant Tucson Electric Power

Clarence Boykins  
Tucson-Southern Arizona Black Chamber of  
Commerce

Nicholas Clement  
Flowing Wells Unified School District #8

Judy Clinco  
Catalina In-Home Services, Inc.

Wilette Diggs  
Raytheon Missile Systems

Peggy Feenan  
DES – Employment Administration

Roger Forrester  
Pima Council on Aging

Clayton Hamilton  
MetLife

Peg Harmon  
Catholic Community Services of Southern Arizona

Chris Hazen-Molina  
Heartfelt Workforce

Thomas Hinman  
Evergreen Maintenance Center

Kari Hogan  
Portable, Practical Education Preparation, Inc.

Gregg Johnson  
University of Phoenix

Doug Jones  
Sabino Electric, Inc.

Dorothy Kret  
DK Advocates, Inc.

Suzanne Lawder  
Goodwill Industries

Tere LeBarron  
University Physicians Healthcare

Paul Lyons  
Audio Eye, Inc.

Charles Monroe  
Lutheran Social Services

Kim Murray  
Universal Avionics Systems Corporation

Noreen Nelson  
Retired Aerospace and Defense

Arnold Palacios  
Tucson Youth Development, Inc.

Jill Pearson  
Self-Management System Corp.

Jonathan Peck  
Tucson Urban League

Beverly Price  
HeathTrio, LLC

Carl Rosborough  
Fred Acosta Job Corps

Paul Roughton  
New Horizons Computer Learning Center

Liz Russo-Clyde  
Southwest Gas Corporation

Jack Scott  
Parsons Electric Corporation

Alan Storm  
Pima County Joint Technological Education District

Paula Stuht  
Tucson Metropolitan Chamber of Commerce

Mike Verbout  
Int'l Brotherhood of Electrical Workers (IBEW)  
Local 570

Joshua Wright  
Town of Marana

James Zarling  
Excel Mechanical, Inc.

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## ***Special thanks to the following Ex-Officio members:***

Mike Proctor  
University of Arizona

Karin Uhlich  
Tucson City Council, Ward 3

Ramón Valadez  
Pima County

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## ***Special thanks to the following members for their service during 2010:***

Shawna Adams  
Jobing.com

Edmund Parker  
United Way of Tucson and Southern Arizona

Jim Watson  
Int'l Association of Machinists and Aerospace  
Workers (IAMAW) Lodge 933

Joyce Choate  
DES/Rehabilitation Services

Marcia Ruttenberg  
Community Provider of Enrichment Services,  
Inc.

Jason Ott  
Citi

Lee Smith  
Tucson Regional Economic Opportunities Inc.

## WHAT'S ON THE MENU AT PIMA COUNTY ONE-STOP

*Pima County One-Stop Career Center offers a continuum of career services for youth, adults, and employers and assists in recruiting, staffing, and training a viable workforce. Services offered include:*

### THE CAREER RESOURCE CENTER

Offers employment and career services. There are no eligibility requirements. Job seekers have access to work stations and office equipment as well as:

- Internet Access and E-mail Accounts
- Labor Market Library
- Job Banks
- On-line Job Matching
- Workshops
- Résumé Writing
- Interviewing Skills
- Employability Skills
- Job Leads
- Career Exploration
- Adult Education Classes
- Disability Employment Services
- Computer Skills Classes and Typing Tutorials

### EMPLOYER SERVICES

The One-Stop Career Center provides streamlined access to multiple workforce programs for companies seeking to hire and train employees. The Employer Outreach Team offers a single point of contact to assist with:

- Recruitment
- Workforce Training
- Layoff Services
- On-the-job Training
- Customized Training

### INTENSIVE AND TRAINING SERVICES

Job seekers who need additional assistance or skill training may be eligible for the following services provided by the One-Stop Career Center:

- Vocational Assessment
- Case Management
- Individual Employment and Career Plans
- Job Search and Placement Assistance
- Training Provider Information
- Financial Aid Information and Budgeting
- Financial Assistance
- Training Plans and Course Schedules

### YOUTH SERVICES

The One-Stop provides special services to help young people make a successful transition into the workforce including:

- Workshops
- Job Matching
- Vocational Assessment and Career Planning
- Summer Work Experience and Educational Programs
- After School Work Experience and Educational Programs
- GED and Alternative Education Programs

*Pima County Workforce Investment Board Goal:*

*Increasing workers' skills to qualify for jobs in high demand/high wage industries.*

# TRAINING IS THE KEY: ONE JOB SEEKER'S STORY

I got involved in the Pima County One-Stop after the previous company I worked for reorganized on July 1, 2009. I have lived in Tucson for 30+ years and wanted to remain here. Even though I graduated from the University of Arizona with a BA in Management Information Systems and have been employed at several businesses in Tucson since 1980, it was difficult finding employment due to the current economic situation. The Pima County One-Stop

offers several services. I took advantage of the Employability Skills and Professional Résumé Writing workshops. I found the workshops to be extremely beneficial. Pima County staff, particularly Dana Green, was instrumental in helping me get additional training for CCNA Cisco Certified and Security through University of Arizona South and Enterprise Administration through University of Arizona Outreach College. I'm happy to say that currently I'm working at Marana Health Center as

a Project Manager for the IT Department and responsible for all of the digital components needed for Marana Health Center's new 74,000 sq. ft. medical facility. These include a new phone system, new LAN/WAN/Wireless network equipment, low-voltage wiring, interior and exterior video surveillance system, access control system and video/audio distribution throughout the facility. Thank you Pima County One-Stop.

George Schweitzer

The average wage of a One-Stop adult training participant is \$13.01 an hour. From July 2009 to June 2010 - 20,066 clients received a service at the One-Stop.

## The One-Stop Career Center system includes the following partners and programs:

*Altar Valley School District*

*Arizona Housing and Prevention Services, Inc.*

*Catholic Community Services:*

- Community Outreach Program for the Deaf
- Pio Decimo

*City of Tucson Community Services:*

- Family Self Sufficiency Program

*Comin' Home, Inc.*

*Dorothy Kret and Associates*

*Fred Acosta Job Corps Center*

*Goodwill Industries of Southern Arizona, Inc.*

*Green Veterans Workforce Investment Program*

*Homeless Veterans' Reintegration Project*

*Job Path*

*Las Artes GED and Vocational Arts Program*

*Old Pueblo Community Foundation, Inc.*

*Open Inn, Inc.*

*Our Family*

*Pima Community College*

*Pima Vocational High School*

*Pledge-A-Job Youth Employment Campaign and Job-Matching Service*

*Portable, Practical Educational Preparation (PPEP)*

*SER Jobs for Progress of Southern Arizona*

*Supportive Housing Program*

*State of Arizona Department of Economic Security:*

- Job Service Wagner-Peyser Programs
- Title V of the Older Americans Act
- Trade Adjustment Assistance
- Unemployment Insurance
- Veterans' Employment and Training Service
- Vocational Rehabilitation

*The Primavera Foundation, Inc.*

*The Salvation Army*

*Tucson Indian Center*

*Tucson Regional Economic Opportunities*

*Tucson Unified School District*

*Tucson Urban League, Inc.*

*Tucson Youth Development, Inc.*

*University of Arizona*

## WHAT DOES THE ONE-STOP DO FOR EMPLOYERS

Conducts community outreach on programs offered within the One-Stop system to employers, community organizations, professional associations, chambers of commerce, and economic development entities.

Responds to staffing or training needs in the local economy. Identifies job leads and employment opportunities and matches them with qualified candidates using an automated database as well as in-person screening.

Conducts weekly Employment Connection events to connect job seekers with local employers conducting recruitment.

Works with employers to develop new training for incumbent workers and apprenticeship programs in high-demand occupations. Develops On-the-Job Training contracts with employers.

Provides information to employers on economic development programs and assists them in taking advantage of Enterprise Zone and Work Opportunity Tax Credits.

Collaborates with state and local employment entities through joint planning, co-location, and information exchange.

Collaborates with the local economic development agency (Tucson Regional Economic Opportunities) to assure alignment of efforts. Analyzes availability of workers to meet real-time employer demand for companies looking to relocate to the Tucson area. Conducts annual survey of future occupational needs.

*Pima County Workforce Investment Board Goal:  
Supporting employers in finding and hiring qualified employees.*

# Southern Arizona Regional Logistics Workforce Initiative

## The PARTNERS

In March 2008 Pima County was awarded on behalf of Innovation Frontier Arizona a \$2 million grant from the U.S. Department of Labor's Community Based Job Training (CBJT) program to develop a regional workforce development initiative focused on southern Arizona's Logistics industry. The partners are Southern Arizona Logistics Education Organization (SALEO), Arizona Western College, Cochise College, Pima Community College, Cochise County Workforce Development, Pima County One-Stop, Santa Cruz County One-Stop, and Yuma Private Industry Council.

## The OPPORTUNITY

Southern Arizona is home to:

- Four major ports of entry, Douglas, Nogales, San Luis and Tucson International Airport
- Three major military installations, Fort Huachuca, Davis Monthan and Yuma Proving Ground
- Key location on the "Cannamex" corridor and transcontinental east-west route, Interstates 10, 19 and 8 and Union Pacific Railroad
- Proximity to southern California market
- Puerto Nuevo inland port initiative

## The CHALLENGE

In the region, there was a lack of awareness of Logistics as a viable career field and a lack of established training leading to career ladder opportunities in the field. Other than truck driver training offered by some of the community colleges, there were no certificates or degrees being offered in the region. There was also little awareness of Logistics as a career field in the K-12 education system.

## ACTIVITIES AND GOALS

The CBJT grant targets the following goals:

- Employer survey to map skill needs and career paths
- Truck Driver Certificate – 150 students to complete training
- Warehousing Certificate – 240 students to complete training
- Logistics & Supply Chain Management Associate's Degree – 180 students to complete course work
- Introductory career exposure – 1500 students
- Articulation of Associates Degree with 4-year institutions

## PROGRAM DEVELOPMENT

A steering committee, led by SALEO with representatives from the three community colleges, workforce development, and industry, worked together to develop curriculum and course work for logistics programs and degrees. They looked at curriculum from other colleges around the country and at industry trainings. U.S. Customs provided valuable input, and Sims Worldwide, an international logistics company, assisted in embedding supply chain security into the curricula. Participating companies also included: Target.com, Raytheon, Port of Tucson,

and UPS. The result was the following degree and certificates now being offered by the three regional community colleges:

- Associate of Applied Science in Logistics and Supply Chain Management
- Advanced Certificate of Logistics and Supply Chain Management
- Basic Certificate of Logistics and Supply Chain Management
- Powered Industrial Truck (Forklift) Certification
- HAZMAT Certifications in basic regulations and hazardous material shipping

Now the committee is working with the University of Arizona South to develop a degree and articulation process from the Associates of Applied Science in Logistics and Supply Chain to a Bachelor of Applied Science in Logistics Supervision and this process is approaching completion with the goal of offering Bachelors courses during the first quarter of 2011.

## OUTCOMES

- Employer surveys conducted in partnership with Tucson Regional Economic Opportunities and currently being updated by Pima One-Stop staff. 100 logistics-related companies have been surveyed to date, yielding data on 2,000 jobs.
- Community college classes launched in Tucson, Sierra Vista, Douglas, Yuma and Nogales to date with 245 students enrolled.
- Truck Drivers successfully trained: 109
- Warehousing Certificates: HazMat - 101, Power Lift - 85, and Food Safety - 13
- Career & Technical Education Logistics Module Development - Currently under development with Pima JTED
- Over 250 high school students have been introduced to Logistics and Supply Chain as a career field at two career fairs.
- Articulation process with University of Arizona South is almost complete; discussions beginning with Arizona State University.
- Customized training has been offered to individual companies including Sargent Controls, Offshore Group, and Fresh Produce Assoc.

Last year the Pima County One-Stop assisted 729 employers in Pima County.

## WHAT IS RAPID RESPONSE

Rapid Response is a pro-active, business focused, flexible strategy designed to respond to layoffs and plant closings by quickly coordinating service and providing immediate aid to companies and their affected workers.

In Pima County these services are delivered through Pima County One-Stop Career Center by the Rapid Response Team Workforce Investment Act (WIA) Rapid Response, DES-Employment Service/Unemployment Insurance, and Trade Adjustment Assistance Coordinators. This team is comprised of One-Stop staff and Trade Adjustment Assistance Coordinators.

The Rapid Response Team works with employers and employee representatives to quickly maximize public and private resources to minimize disruptions associated with job loss.

Customized services can be provided at a company site, accommodate any work schedule, and assist companies and workers through the job loss transition.

### *These on-site services may include:*

- Management training on conducting a layoff
- Setting up a Career Transition Center
- Orientation to impacted employees including reemployment services, unemployment insurance benefits, and various communities resources

- Registration for the Dislocated Worker Training Program
- Employability Skills Workshop
- Assistance with Unemployment Insurance Benefits (UI)
- Coordinating services under the Trade Adjustment Assistance (TAA) Program
- Layoff aversion strategies such as a Shared Work program

### *Reemployment services available to dislocated workers at One-Stop Career Center include:*

- Job Search Assistance
  - Job leads
  - On-the-Job Training
  - Employer recruitments
- Individualized career counseling
- Available funding for retraining/upgrading current skills
- Labor market information
- Career Resource Library
- Workshops
  - Employability Skills (identify transferable skills, interviewing techniques, etc.)
  - Career Exploration
  - Résumé Instruction and Writing Lab
  - Computer Fundamentals
  - Use of computers, fax and copy machines
  - Emergency Assistance (mortgage, rent, utilities, etc.)

*Pima County Workforce Investment Board Goal:*  
Assisting people to obtain jobs in strategic industries.

## **U.S. SECRETARY OF LABOR, HILDA SOLIS, VISITED PIMA COUNTY ONE-STOP FEBRUARY 16, 2010**

Hilda Solis, United States Secretary of Labor, honored Pima County One-Stop with the first-ever visit by a U.S. Secretary of Labor. Her visit was prompted by Pima County One-Stop's receiving Veterans' Workforce Investment Program (VWIP) Grant and Pima County One-Stop's exceptionally effective management of the federal Stimulus Funds. The visit was coordinated through the office of Congressman Raul Grijalva and Congresswoman Gabriel Giffords participated in the visit. The visit of Secretary Solis and her recognition of the Pima County One-Stop was a major cause for celebration for southern Arizona and for veterans throughout the state. Approximately 250 were invited and attended.

Those participating in the event included the Pima County Workforce Investment Board members; Pima County elected officials; the One-Stop directors from Pima, Cochise, and Santa Cruz counties; state-wide and local veteran's organizations; employers involved in the grant and veterans' programs; Pima County administrators, community partners in workforce development; students from the Las Artes GED program.

To complete her visit to Pima County, Secretary Solis visited the Las Artes program and viewed the outstanding mosaics that the program produces. She was particularly complementary to the large mosaic of Cesar Chavez whom she considers a personal mentor. Pima County One-Stop arranged to surprise her by sending this mosaic to her office in Washington, D.C., where the Las Artes mosaic now hangs.

Pima County One-Stop is grateful to Secretary Solis for her kind words for our Pima County programs during her visit here and for her strong support of employment programs.

More funding was awarded to the Pima County One-Stop. On October 12, 2010 the U.S. Department of Labor announced a \$2.9 million National Emergency Grant to assist laid-off workers from several selected companies and a variety of industries located in Pima County.

## EDUCATION AND TRAINING

*One-Stop system offers training and educational programs in Pima County.*

### **Intensive Services**

- Comprehensive Career Assessment
- Practical Action Plans to achieve career goals
- Basic Skills Workshops such as computer training
- Adult Education, Literacy, and Workplace Education
- GED programs for youth and adults
- Internships, Service Learning and Work Experience
- Follow-up services after entering employment

### **Training Services**

- Occupational skills training of more than 300 programs
- On-the-Job training and internships
- Customized training in special-demand areas

Pima County  
One-Stop  
assisted  
2,524  
dislocated  
workers in  
July 2009-June  
2010

## WORKFORCE EDUCATION SUCCESS STORY

On August 13, 2010, the Pima County One-Stop Center and Pima County Workforce Investment Board recognized Ramona L. Garcia for a career dedicated to workforce education. Ramona retired on June 30, 2010 after 31 years of service to Tucson Skill Center and Pima Community College (PCC). During the past 5 years, Ramona served as Program Coordinator of the Truck Driver Training Program.

Charles Casey, Program Manager at Pima County Community Services, recounted the job training assistance Ramona received in 1979 through Operation SER with funds from the Comprehensive Employment & Training Act (CETA), which was a predecessor program to WIA. Ramona had just completed high school and was working part-time to help raise younger siblings. She enrolled in the Business & Office Program at the Tucson Skill Center, and upon successful completion started working in the Skill Center's Learning Center, Curriculum Center, and Student Services. Casey described her as, "A true success story not only for herself but also for her contribution to workforce education in Pima County."

Johnson Bia, President of PCC Downtown Campus, listed the numerous clerical positions Ramona held over the 31 years including Secretary I & II, Administrative Secretary I & II, Support Specialist and Program Assistant. She was instrumental in the College's planning and establishment of the first Child Development Center at PCC Desert Vista Campus. She was so integral to the establishment and operation of the new Truck Driver Training Program (TDTP) at PCC Community Campus that she eventually became its Program Coordinator. TDTP served several hundred students each year and maintained a 90% completion rate and a 100% job placement rate because of its strong ties with the national trucking industry.

Little did Ramona realize in 1979 she was stepping into a lifetime career in workforce education and she would embody the intent and purpose of an effective workforce development system in Pima County. When asked about her secrets to success, Ramona stated, "a lot of hard work, never quitting and only offering training programs that are up-to-date, flexible, taught by experts, and that result in good jobs for graduates."

Ramona L. Garcia

## WHAT ABOUT FUTURE WORKERS

### YOUTH SERVICES

The Pima County One-Stop Career Center provides a variety of programs and services for youth entering the workforce. These services include:

- Career Counseling
- Work Readiness Training
- Work Experience
- Academic Instruction
- GED Preparation
- Support Services
- Assessments
- Internships
- Leadership Development
- Career Exploration
- Job Search and Job Placement
- Follow-up, and Retention

### TEEN SUCCESS STORIES

#### *Johnathan Sims*

Johnathan Sims, currently a senior at Catalina Magnet High School, participated in the 2010 Pima County Summer Youth Employment Program.

Johnathan was placed at the City of Tucson Housing and Development Code Enforcement Office, which is responsible for investigating neighborhood code violations involving overgrown weeds, illegal dumping, junk motor vehicles, vacant structures, and more. Johnathan was assigned to create investigative cases, to enter data for each case as well as to close cases upon resolution. He learned how to pull up maps, navigate the Pima County Assessor's Office webpage, and schedule inspectors and follow-up inspections. Johnathan also entered data into the department's database and created and maintained Microsoft Excel and Word documents for the Administrator.

Johnathan's primary supervisor, Joy Ebot, reported that Johnathan was very easily trained and took the initiative to request additional tasks! Joy said that if funding were available they would "hire him in a minute". Karin Erickson, Johnathan's other supervisor, confirmed that the Code Enforcement Office was very fortunate to host Johnathan as a summer intern and remarked that he was a hard worker who took his job responsibilities very seriously.

For his part, Johnathan enjoyed working at the City of Tucson office and learned many new skills that he will be able to apply in the future.

# TEEN SUCCESS STORY

## Javier Raygoza

Being in the classroom, Javier Raygoza says, was never something he was great at. He struggled academically and was too easily distracted when he was in traditional school. He got into trouble, and finally just quit going to school. He then got arrested for drug possession as a juvenile and things just kept getting worse.

Javier was 16 years old and in Pima County Juvenile Detention when he was given the option of remaining there for some time to come (due to repeated probation violations) or becoming a student at Las Artes Arts and Education Center. Javier chose the latter, and began attending Las Artes as a full-time student in April of 2008. Javier himself would not describe his time at Las Artes as being without obstacles. Academics still did not come as easily to him as to some others and he struggled with maturity issues while trying to meet the “real world of work” expectations of Las Artes.

Javier admits today he came close to giving up, thinking it was too difficult for him to continue. Having to get up early every day, work hard and abide by so many rules, he admits, was the hardest things he’d ever done. But after six months of perseverance, of getting up every morning, working hard every day and doing his best to abide by the rules (and getting a couple of second chances when he didn’t) he graduated from Las Artes, obtaining his GED, in October of 2008.

Some time would pass before Javier says he had matured enough to take the next step. A little over a year would go by before Javier understood what he needed to do to get the kind

of job he wanted, the kind he would enjoy, and the kind that would allow him to earn the sort of money he wanted. He went back to Las Artes and together with his case manager, with whom Javier still maintained regular contact, put together a plan for him to attend barber school. Utilizing Workforce Investment Act (WIA) funding, Las Artes was able to provide tuition assistance. Javier’s Las Artes case manager was also able to procure additional tuition assistance from available ARRA stimulus funding, and those together would cover most of the cost of tuition for the program that does not accept Pell Grant funding.

Javier began his training in January of 2010 at Dunbar Barber Academy in Tucson. His instructors reported that he was on time everyday, had excellent attendance and worked hard. He earned A’s and B’s on all of his weekly exams. Javier said his instructors at Dunbar taught him a lot and remarked that the talent and natural ability he has for being a great barber are something they rarely see in someone his age.

In June, Javier was the keynote speaker at the 2010 Las Artes graduation. He spoke about the obstacles he had overcome while he himself was a student at Las Artes. He urged the graduates to pursue job training or post-secondary education as he had done, telling them from experience that without it the options are limited.

Javier was scheduled to complete his barber training in late October, 2010. While attending the academy he received two job offers from area barber shops waiting to enlist his services.

Between July 2009 and June 2010 the One-Stop provided workforce preparation services for 2,784 youth.

## PIMA COUNTY'S FAITH-BASED COMMUNITY INITIATIVES PROGRAM

Pima County's Faith-based Community Initiatives Program seeks to encourage greater collaboration of social service activities among and between faith organizations, community organizations, and the Pima County government. The Faith-based Community Initiatives Program promotes this collaboration by supporting the existing social service programs of the faith-based community and of community non-profits through convening meetings, organizing workshops, linking networks, providing opportunities to participate in grant-funded programs, developing training and educational opportunities, and assisting with community resource fairs. In addition, Pima County's Faith-based Community Initiatives Program manages grants that promote employment opportunities for those most in need: homeless, re-entry youth, youth aging out of foster care, teenage parents, high school dropouts, and others.

*Some of the activities over the past year have been:*

**Employment Services and Computer Training Programs** with multiple, contracted faith and community groups;

**Emergency Referral Services** provided for faith and community partners;

**General Referral and Networking** with and for faith and community organizations;

**Access Point Services** establishes computer access to the virtual One-Stop at faith-organizations and community non-profits. Computer labs were established at Interfaith Community Services and at Literacy Volunteers of Tucson. The lab at Literacy Volunteers expanded the literacy services from one-on-one to classroom capacity;

**Literate Worker Program:** Through collaboration with literacy and faith groups, especially Literacy Volunteers of Tucson, the Pima County One-Stop has expanded the continuum of education available to those testing below the 6th grade;

**HOPE Fest:** A one day event providing free resources like food, clothing, dental services, hygiene items and information to the underemployed, unemployed, and homeless. At this event, 22,000 people were served and over 800 faith and community volunteers participated. Last year, this event on Make-A-Difference Day, was recognized nationally as one of the best in the nation and was given a \$10,000 award;

**Youth Employment And Re-entry Network (YEARN) grant:** Pima County was awarded a \$300,000 planning grant from the U.S. Department of Labor to develop an implementation strategy for assisting youth ages 17 through 21 who have been incarcerated or detained to "re-enter" the community successfully. The primary focus is on employment, education, mentoring, restorative justice, reduction of violence, and case management for these youth;

**Department of Labor Mini-Academy:** In June, 2010, Pima County organized and accomplished a two-day mini-academy on mentoring, restorative justice, and youth transition centers. Seventy local organizations attended and established two on-going committees, Restorative Justice and Youth Transition Center. The Department of Labor declared this the most successful mini-academy that had been held to date;

**Mentoring Program:** A mentoring program was developed, initiated and accomplished. Twenty-eight mentors were recruited, trained, and graduated. They were then matched with youth in need of mentoring services. This is an ongoing program that is networking with other mentoring programs and resources for youth, especially the Pledge-A-Job Program of the One-Stop. A hand book is currently being printed;

**Restorative Justice Committee:** This committee is networking with the various organizations interested in promoting and implementing restorative justice as it relates to improved opportunities for youth. Mike Burns, Director of the Community Justice Boards of the Pima County Attorney's Office, is an active participant as are several other local experts on restorative justice and members of the judiciary, the faith community, the business community, and the Tucson Police Department;

**Youth Transition Center Committee:** The committee is analyzing the details of providing a one-stop concept location for youth to receive information and resources. Several faith organizations and a non-profit have offered space for the initial establishment of this center;

**Community Pride Day:** On the first weekend in October for the past three years, the Faith-based Community Initiatives Program has assisted in the organizing of faith and community groups and Pima County departments for a one-day resource fair in rural Pima County;

**First Responders Resource Fair:** In collaboration with the Pima County Office of Emergency Management, a one-day

resource fair highlighting jobs and activities of emergency first responders like the fire department, police department, nurses, and others was held for youth to better understand the career options available to them. Approximately four hundred Summer Youth attended and participated. This was highlighted and praised at the national level of Emergency Management for its innovative approach to career education;

**Open Table:** This is a very successful faith-based, mentoring program designed to support homeless individuals out of homelessness and into jobs. The Pima County Faith-based Community Initiatives Program was instrumental in bringing this program to Pima County, in encouraging faith communities to participate, and in networking with the Gospel Rescue Mission for the first client. Staff sits on the "table" to assist with job development. Pantano Christian Church established the first Open Table in Pima County and two other groups in Pima County are in the process of adopting the program which has been highly successful in Phoenix and in Texas. To date, in those areas, seventy homeless individuals have been reestablished in housing, jobs, and the community.

## SUCCESS STORY

### *Stephanie Thrasher*

Stephanie Thrasher, the first Open Table client in Tucson, is a graduate of the Gospel Rescue Mission's recovery program and was selected by the Pantano Christian Church to be its first client for Open Table. Open Table was founded by Jon Katov in Phoenix in 2007 as a faith-based non-profit seeking to give opportunities for moving "From Poverty to Wholeness." Open Table is a mentoring program with 12 "chairs" or mentors at the table to provide support and resources to the client they adopt for the year. Stephanie began meeting weekly with Open Table in April, 2010, and with the help of her Open Table "family" has made remarkable progress. She is enrolled at Pima Community College, has a part-time job, has resolved several financial and legal problems, and is well on her way to full-time employment, a career, and a permanent living situation. As Stephanie says, "Open Table has saved me years of confusion and problems."

## 50+ EMPLOYMENT RESOURCES

As a partner of the Pima County One-Stop, Project PPEP, Inc. offers mature workers the following services at the Kino and Rio Nuevo Service Centers:

A free 12-hour 50+ Job Seekers Employability Skills Workshop which includes free resource materials and touches on many relevant topics including ageism in the workplace, reasons to hire a mature worker, disclosing a disability, the importance of networking, how to fill out an online job application, tools to effectively identify, and market skills to get an interview, active interviewing techniques, self esteem issues, etc.

The workshop is updated with current information and students participate in interactive exercises.

### **Available resources at the Pima County One-Stop Centers include:**

- Computer access with Internet service, use of copier, fax, and telephone for job seeking purposes
- Available to displaced workers: a career library, including local employer directories, updated job listings, free job seeking literature on various topics, labor market information, business journals, newspapers, etc.
- Unemployment Insurance information
- Computer, keyboarding, ESL & GED class information
- Job Seeker Employment Network information
- Job search assistance
- Veterans' job services
- Career Exploration, Computer & Résumé workshops
- Occupational skills/on-the-job/workplace training or internships for qualified individuals
- Additional resources

**Telephone Number:** 243-6736

**Email:** [Margaret.Slaughter@pima.gov](mailto:Margaret.Slaughter@pima.gov)

### **One-Stop Locations:**

*Kino Service Center*  
2797 E Ajo Way  
243-6700

*Rio Nuevo Center*  
340 N Commerce Park Loop Tortolita Building  
798-0500

Pima County webpage [www.pima.gov/ced/cs](http://www.pima.gov/ced/cs)

Arizona Workforce Connection [www.arizonavirtualonestop.com](http://www.arizonavirtualonestop.com)

Pima County Training Providers [www.ade.az.gov/arizonaheat](http://www.ade.az.gov/arizonaheat)

Pima County  
One-Stop  
served 519  
clients in the  
50+ Employment  
Resources  
Program during  
June 2009-July  
2010

## SUCCESS STORIES

I had been sending my résumé with applications for four months without any results. A friend of my suggested that I get in touch with Margaret Slaughter. I called Margaret and she recommended that I immediately sign up for the “Résumé” class.

I attended the class and realized my “old” résumé was quite out of date. Using my new résumé with my next application, I have been called for an interview. No, I didn’t get the job, but at least now I am confident my résumé is up to date.

I have also attended the “50+ Employability” class where I learned about my skills and the type of jobs I should be aiming for. This class provided information on how to handle myself and the questions from an interviewer. What are the questions an employer should not ask, but if it is asked, now I have the proper answers. This class also provided information about other assistance program available from “One-Stop”.

I am grateful to One-Stop for providing assistance when needed and classes free of charge creating a better opportunity to land another job .

Through my experience with One-Stop, I am finally going to college after 42 years!!!

I’ve been in retail and banking for the last 20+ years, but always felt my heart was giving to others. I loved the banking, getting to know the customers and what’s going on in their lives. Sometimes I could offer a hug or gentle touch when I could sense something amiss, or losing a loved one. This is not considered a professional practice in banking the last 10 years, and after my last bank employer I decided, NO more.

I began with Margaret Slaughter’s 50+ Job Seekers Employability Skills Workshop and discovered how the skills of a lifetime can transfer to other careers. From March 2010 to now I have chased the dream she opened my eyes to. Going to testing, meetings, writing an essay, whatever it took.

I landed in the capable hands of Angie Carillo who within two weeks got me approved for Pima Community College and the Direct Care Professional Certificate, a 16-week course. All summer I got my ducks in a row with TB test, First Aid, and CPR certifications. This week I finish Direct Care Professional (DCP) 101, next is 202, 203, and 204. I was a 60-year old going to college for the first time; I was frightened and excited all at the same time. Currently, I am looking for a part-time job in an assisted living facility to get “hands on” experience.

Thank you Pima County One-Stop Kino and Rio Nuevo staff for being so kind and helpful!

## HOMELESS PROGRAM

The Sullivan Jackson Employment Center (SJEC), located at 400 E 26th Street opened its doors in 1986 to respond to the employment and training needs of homeless men and women seeking to enter the workforce. Primarily supported by the U.S. Department of Housing and Urban Development funding, SJEC has been a pioneer in developing effective approaches to assist homeless individuals and families seeking to become self-sufficient.

### *Program Goals:*

- Increasing the skill/income levels of homeless participants seeking job opportunities
- Providing vocational job training opportunities to homeless participants, especially youth and Veterans
- Working within the Continuum of Care to provide transitional opportunities to working men, women, families, and youth
- Offering post-placement supportive services or aftercare to enhance job retention and career advancement

SJEC believes that clients must be job ready - have all of their basic needs met – before they can focus on career choices and learn the techniques that will result in employment. In this regard, SJEC is unlike other employment and training programs, so clients are enrolled in an Integrated Individual Service Strategy program that results in a Case Plan and an Employability Development Plan.

SJEC is the first Pima County facility built to the “green” standards set by the LEED program of the U.S. Green Building Council.

## SUCCESS STORY

My name is Brandon Alexander. I am a Navy Veteran from the first Gulf War. I am also an alcoholic and unfortunately I drifted from meaningless job to meaningless job. All the while my self esteem and self worth dwindled to a point to where I was just plain ready to give up on life.

I knew I was smart. I knew I could be somebody, but I just couldn't seem to get enough money together to pay for the essentials needed to go to school. Rent, books, tuition, food, bus pass...How can I afford all of that making minimum wage? Even if I worked sixty hours a week I would still come up short. I was doomed. There was no way out of the alcoholic hell I placed myself into.

Comin Home, a transitional housing for veterans, told me about SJEC. I said "Why not? Maybe they can teach me something about getting a better job." So I went and enrolled. Now, being a veteran, I liked the structure SJEC provided. Some others in my class did not. Looking back, those people just walked out on the winning lottery numbers and didn't know it. After I went through the classes, I had a better understanding of what employers are looking for and I also had a better understanding of what I was looking for.

That's when they had me talk with Mr. Robert Chubb. He asked me what would I love to do for a profession. Nobody asked me that since I was in grade school. I said "nursing, that's what I want to do!" He looked at me and said "What did you do while in the Navy?" "Aviation" I said. I loved working on aircraft. Mr. Chubb asked me to go down and talk with Pete Stogsdill at Pima Community College Aviation Technology Center. When I returned I was very pleased to hear that SJEC was going to assist me with everything I would need to go school. Tuition, books, and a bus pass. That was all I needed. I thanked Mr. Chubb and he told me "you'll be great!" Wow. Nobody told me that for a long time. Then I went to see Ms. Cheryl and she helped me find a job. I got a great job with Bed, Bath and Beyond. Perfect for school, twenty hours a week at work and school forty hours a week. Sure, my plate is full but imagine working sixty hours a week to pay for

everything SJEC provided. Mr. Chubb then told me about the Salvation Army and their housing assistance program. I talked with Mrs. Patricia Galindo. She has a heart of gold and told me about their program. As long as I work twenty hours a week and get good grades in school, they would pay for my housing for up to two years. So I found a one bedroom, within their price range, close to work, my AA meetings and the bus line to school. Perfect!!

Eighteen months later, with lots of hard work and very little sleep, I graduated from Pima's Airframe and Powerplant Technician Program (A&P). With straight A's I might add. I needed to take FAA oral and written exams, and SJEC paid for that too. At the end of my A&P program, Pima Community College started an avionic program. I was more than interested in taking those classes and becoming the ultimate aircraft mechanic. I asked Mr. Chubb and he agreed. Four months or so into my avionics program many large aircraft companies wanted me to work for them. I declined, wanting to focus on my schooling. Then came along a job that I just couldn't pass on. I had to at least interview. Two days later I was hired. So now I am an A&P mechanic, working on aircraft forty hours a week and absolutely loving it. I'm now making more money than I ever have in any of my past jobs and that's entry level. ....pretty cool huh? In five weeks I will be done with my avionics training and have my FCC/A&P/AET certifications.

Two and a half years ago I was ready to give up on life. Give up on myself. Some angel out there told me about the Pima County SJEC and said "give them an honest try, do your best while there to learn what they have to teach you and maybe your life will change. What do you have to lose?"

I am very proud to write this letter. I am very grateful for all the opportunities SJEC gave me; and I will recommend this program to new people I come across in my twelve-step meetings I attend.

THANK YOU!  
*Brandon Alexander*

